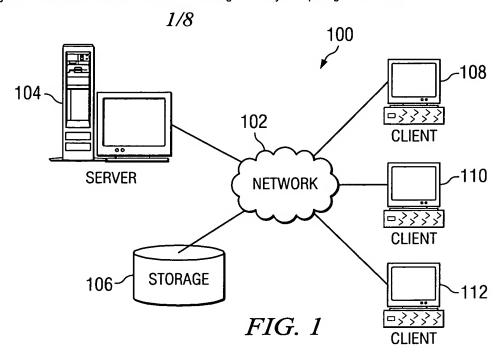
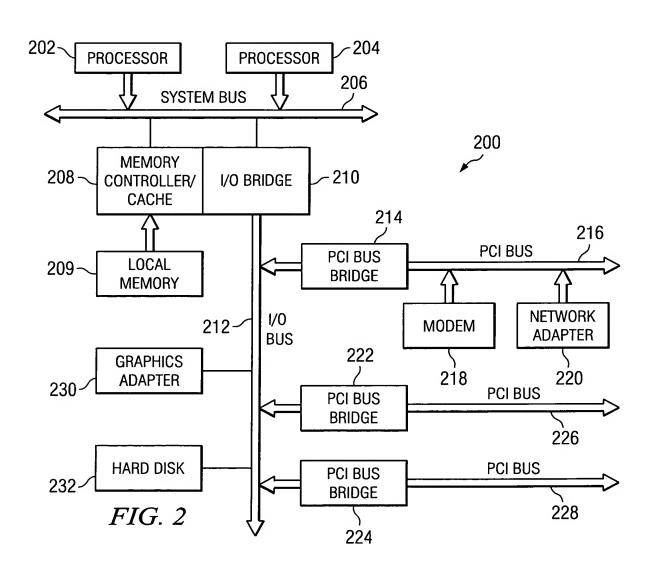
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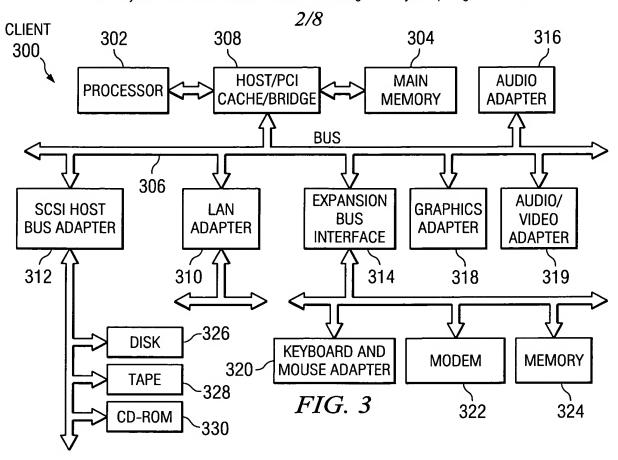
Method of Displaying Real-Time Service Level Performance, Breach, and Guaranteed Uniformity with Automatic Alerts and Proactive Rebating for Utility Computing Environment

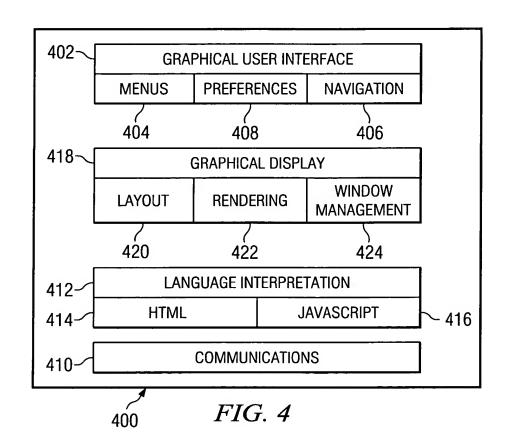




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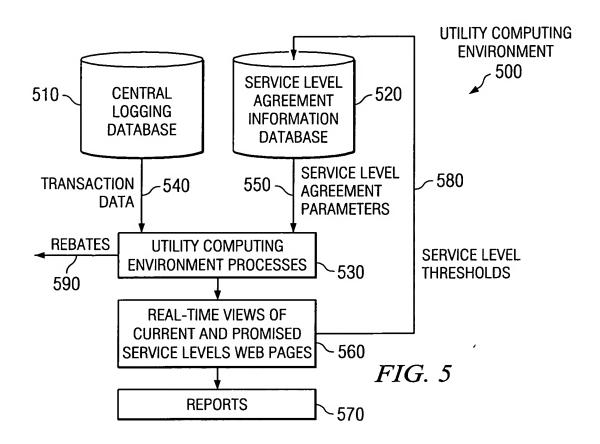
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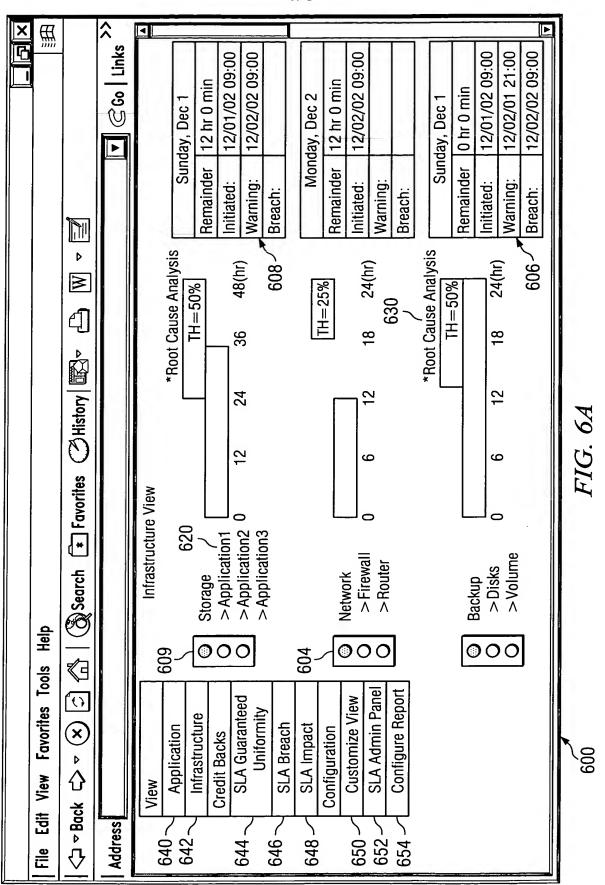


		800)								
					RANGE (HR) - BASED ON 24 HR SLA						
830~	CUSTOMER	SERVICE LEVEL (SL)	BASE CHARGE	0-6	7-12	13-18	19-24	24-30	30+		
	Α	1	\$100	\$68	\$45	\$22	\$3	\$4	\$25		
	Α	2	\$60	\$49	\$32	\$16	\$2	\$3	\$20		
į	Α	3	\$80	\$57	\$38	\$18	\$3	\$3	\$20		
820-/ 810-/	В	1	\$120	\$90	\$65	\$38	\$5	\$5	\$40		
	В	2	\$100	\$69	\$50	\$29	\$4	\$4	\$29		

FIG. 8

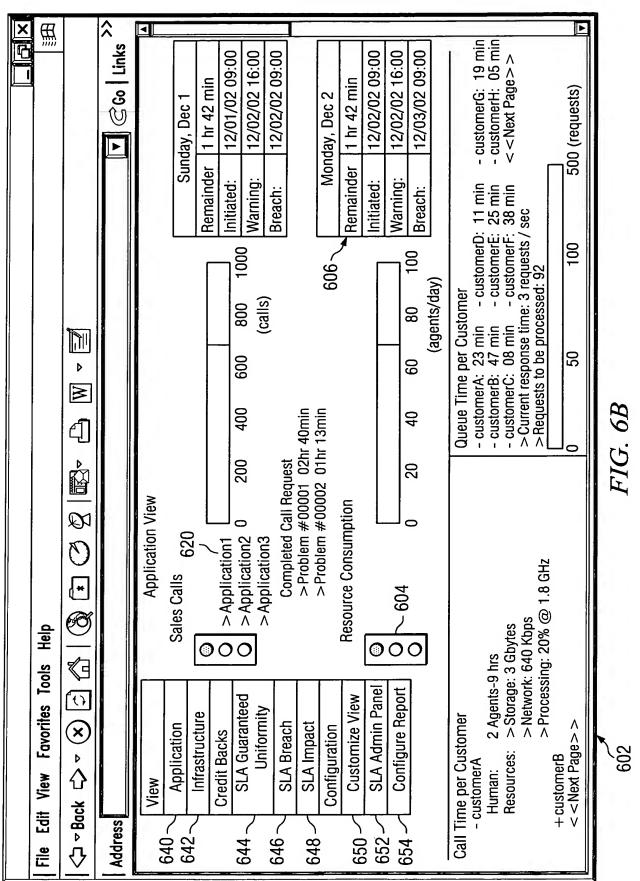
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	Application										
	Infrastructure										
	Credit Backs										
	SLA Guaranteed Uniformity	SLA Breach									
	SLA Breach										
	SLA Impact Configuration	Category	TransID	Request Time (GMT)	Duration (hr)	SLA (hr)	Reward (USD)				
	Customize View	Storage	1	09:36:00	28	24	\$20				
	SLA Admin Panel	Network	2	14:52:00	37	30	\$40				
	Configure Report										
								▼			

FIG. 7A

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700 File Edit View Favorites Tools Help Search Favorites History | BY - W -▼ ©Go Links **Address** View **Application** Infrastructure **Credit Backs** SLA Guaranteed **SLA Guaranteed Uniformity** Uniformity **SLA Breach** Request Duration **SLA** Reward **SLA Impact** Category **TransID** Time (GMT) (USD) (hr) (hr) Configuration 09:36:00 Storage 22 24 \$20 1 **Customize View** 37 2 14:52:00 40 \$40 Network **SLA Admin Panel** Configure Report

FIG. 7B

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